

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

2004 DEC 21
23-NOV-2004

Repository ☐

Reference No.
10101599

OWNER INFORMATION (Type or Print)

Name

Address

City PHILADELPHIA

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/21/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4A3AX35GXX

Make
MITSUBISHI CARIBBEAN

Model
SPYDER

Model Year
1999

Date Purchased
8-8-04

Dealer Name and Telephone Number
Faulkner Mitsubishi

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
Phila

State
PA

Zip Code
19115

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
162900 STRUCTURE:BODY:ROOF AND PILLARS
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-NOV-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTN13ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No
Fire ☐ Yes ☒ No

Number of Persons Injured
0

Number of Deaths
0

Reported to Police
N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE CONSUMER NOTICED WATER LEAKING FROM THE ROOF ONTO THE CARPET OF THE VEHICLE. *JB

Please see Attached 1/2

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

12/07/2004

From :

Phila, Pa.

Statement Of complaint

On August 8, 2004

I purchase a 1999 Mitisubishi Eclipse Spyder/Convertible Vin #
4A3AX35GXX

On the day I purchase this vehicle I drove the vehicle out of the lot. I took the vehicle for a test drive that day during that evening there was a down pour of rain. I notice a leak from the convertible top from the both sides RT/LT windows and in the back window and the seats and floor. I immediately took the vehicle back to the car dealer where I explained to the sale man the situtation his name is John Barone Has no longer with the dealer his with the Hyudai dealer he and intern refer me to the manager his name Mr. Bernie I also explained the situtation to him about the leaks i was having with the vehicle. He intern refer me to the service Dept. to speak the manager his name is Jim Michener, I also explained the situtation to him about the problem I was experiencng with the vehicle that I had leaks inside the vehicle. So he agreed to have the vehicle checked. So I agree and made a appoltment for the vehicle which was on 10/20/04 after I went to pick up the vehicle he stated that the roof top needed the seals to be replaced which he he claimed he did. After having the vehicle for about two weeks. We Had another down pour of rain I notice that it was leaking from the RT/LT windows and the back of the window I was driving at the time the floor was saturated in water. I went to reduce my speed when i. Notice my foot slipped from the brake paddle because it was so wet in floor. My clothing was also drench wet I thank God that at the time there was no vehicle in front of me at the time. So I took the Vehicle back to the dealer. On 11/4/2004 to the service manager. And he stated that he could'nt do

anything else to the vehicle. That if wanted the top fix I had to come up with 500.00 dollars to fix the problem. So I left with no agreement. That's why I called your Agency to report to your office about the problems I'm having with my vehicle. to me I don't believe I'm not responsible to pay for a unsafe vehicle I'm driving because I experienced it already. Thank you for your response in this matter. Please see items 1/2 attachment of Invoices since the day of purchase. I also want to add that I also reported this problem to the Mitsubishi Headquarters the file # is 360978 and the tele.# is 1-800-222-0037 for any additional info.

YRS.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**